

KENTUCKY HEALTH BENEFIT EXCHANGE ADVISORY BOARD

Meeting Minutes

September 25, 2013

Call to Order and Roll Call

The eleventh meeting of the Kentucky Health Benefit Exchange Advisory Board was held on Wednesday, September 25, 2013, at 1:30 p.m. in the Large Conference Room at the Office of the Kentucky Health Benefit Exchange. Commissioner Sharon Clark, Chair, called the meeting to order at 1:30 p.m., and the Secretary called the roll.

Board Members Present: Commissioner Sharon Clark, Chair; David Allgood (by phone), Andrea Bennett, Jeffrey Bringardner (by phone), Ruth Brinkley (by phone), Dr. Joe Ellis (by phone), Ed Erway, Carl Felix, Donna Ghobadi, Connie Hauser (by phone), Dr. Michael Huang (by phone), Deborah Moessner, Julie Paxton, Tihisha Rawlins, Dr. John Thompson, and Marcus Woodward. Gabriela Alcalde and Commissioner Betsy Dunnigan were not present at the meeting.

Staff Present: Carrie Banahan, Tammy Bullock, Miriam Fordham, Jean Klinge, Bill Nold, Kathy Ramsey, Melea Rivera, D. J. Wasson (DOI), and Maggie Woods (DOI).

Approval of Minutes

A motion was made to accept the minutes of the July 25, 2013, meeting as amended, seconded, and approved by voice vote.

Update on Office of the Kentucky Health Benefit Exchange Activities

Bill Nold, Deputy Executive Director, Office of the Kentucky Health Benefit Exchange (KHBE), updated the members on the Exchange activities. Mr. Nold reported that kynect will go live for open enrollment on October 1. Beginning December 16, the Department for Community Based Services will begin to accept applications for coverage through kynect.

Chris Clark, Program Manager, KHBE, gave an update on the system readiness. Mr. Clark reported that there were a number of milestones achieved since the last Advisory Board meeting. In August, the plan management system and Contact Center went live. The Contact Center began to answer general inquiries and, beginning October 1, will increase the number of staff to handle phones and help individuals apply for coverage. In late August, the KHBE had its Operational Readiness Review with the Centers for Medicare and Medicaid Services (CMS) for final certification and approval to operate the Exchange. On September 12, the KHBE had a full demonstration of the application for CMS and other federal partners utilizing scenarios selected by CMS. And, on September 16, the KHBE completed final testing for going live on October 1. The final testing involved completing a series of test case scenarios. User acceptance testing and the final build for the system have been completed.

Blaine Wainscott, Vendor Liaison, reported that the Contact Center has handled 3,100 calls since the August 15 launch. The most frequent types of calls have been individuals seeking information on the basics of the program, the plans offered, eligibility for qualified health plans, Medicare, and misdirected calls. Currently, there are 68 call center staff, which will be increased to 100 for open enrollment.

Mr. Nold reported that education and outreach efforts have continued with attendance at the State Fair where 22,000 of the kynect tote bags were distributed. The KHBE staff has attended various festivals throughout the state, had numerous speaking engagements, and will be participating in televised call-in shows on WAVE in Louisville on September 25 and KET in Lexington on October 7. Certification of the medical and dental plans is near completion and has been conducted in close collaboration with the Department of Insurance. Anthem, Humana, and the Kentucky Health Cooperative will offer plans in the individual market. Plans in the small group market will be offered by Anthem, Bluegrass Family Health, Kentucky Health Cooperative, and United HealthCare.

Contracts for kynectors were awarded to the Kentuckiana Regional Planning and Development Agency (KIPDA) for kynectors in Region 3 and to Community Action Kentucky (CAK) for kynectors in Regions 1, 2, 6, and 7. No contracts were awarded in Regions 4, 5, and 8. A Request for Proposals has been issued for kynectors in those regions. Training for the kynectors and agents is underway.

Members put forth questions regarding the Contact Center calls, Medicaid renewals and the interaction with the Exchange, dental plans, and training.

Subcommittee Reports

Behavioral Health Subcommittee

Julie Paxton, Chair, reported that the Behavioral Health Subcommittee has not met since the last Advisory Board meeting.

Dental/Vision Subcommittee

Dr. Joe Ellis, Chair, reported that the Dental/Vision Subcommittee has not met since the last Advisory Board meeting.

Education/Outreach Subcommittee

Tihisha Rawlins, Chair, reported that the Education and Outreach Subcommittee held a meeting on September 9, 2013. The members were updated on the marketing effort being planned in conjunction with the Office of Communications within the Cabinet for Health and Family Services and the marketing vendor, Doe-Anderson, for the beginning of open enrollment. The current fact sheets and drafts of future fact sheets were reviewed by the members. The members were also updated on the Contact Center.

The subcommittee members raised concerns about problems with the availability of training and suggested video conferencing. The KHBE staff assured the subcommittee members that corrective action was taken to deal with the problems concerning accessibility to the online

materials. Insurance agents and kynectors will be able to be trained prior to the start of open enrolment on October 1.

Barbara Gordon, Director of Social Services, KIPDA, briefed the subcommittee members on KIPDA's efforts planned as a kynector entity for Region 3. Kate Haydon, Director of Outreach and Special Projects, CAK, briefed the subcommittee members on the agency's role as the designated kynector entity for Regions 1, 2, 6, and 7. The subcommittee members shared their concerns about the lack of kynectors in Regions 4, 5, and 8 and were informed of the plans for filling in the gap in those regions until the kynector contracts are awarded.

Chairman Rawlins updated the members on the User Acceptance Testing. Many corrections were made from the previous round of testing, and it was an overall positive experience.

Navigator/Agent Subcommittee

Marcus Woodward, Chair, reported that the Navigator/Agent Subcommittee has not met since the last Advisory Board meeting.

Qualified Health Plans Subcommittee

Deborah Moessner, Chair, reported that the Qualified Health Plans Subcommittee has not met since the last Advisory Board meeting.

Small Employer Health Options Program (SHOP) Subcommittee

Jeff Bringardner, Chair, reported that the SHOP Subcommittee held a meeting on September 10, 2013. The subcommittee members were informed of the system capabilities that will not be available on October 1, 2013, and the workarounds that will be in place. Employers and employees will not be able to purchase dental plans directly through SHOP. However, employees will be able to purchase dental plans through the individual market on or off the Exchange. In addition, employers will not be able to select a reference plan on which they can base their employer contributions and will need to make a minimum premium contribution of 50 percent on employee selections. The SHOP plans to have these functionalities in place by March 2014.

Members discussed the Department of Labor requirement for employers to inform their employees about Exchanges and the availability of subsidies. The KHBE has posted sample notices that employers may use to comply with this requirement on its website. Members also discussed open enrollment and training for kynectors and agents.

The next meeting of the SHOP subcommittee is scheduled for Thursday, November 21, 2013.

A motion to accept the subcommittee reports including the recommendations contained therein was made, seconded, and approved by voice vote.

Other Business

The next meeting of the Advisory Board will be on October 24, 2013, at 1:30 p.m., in the Large Conference Room at the Office of the Kentucky Health Benefit Exchange.

Adjournment

The meeting was adjourned at 2:45 p.m.